
EFFECTIVE

December 1, 2023.

Subject(s)**State Emergency Relief (ERM) 301, Energy Services**

Updated policy requirements for natural gas, electricity and deliverable fuel (propane, fuel oil and coal).

The SER should be processed using the total service balance amount. Payment must resolve the emergency by restoring or continuing the service for at least 45 calendar days. If there is more than \$425.00 available in their fiscal year CAP, use the total service balance. If the total service balance is less than \$425.00 and there is still at least \$425.00 available in their fiscal year CAP, enter \$425.00 in the requested amount on the SER Service Request page and process. This will result in a credit balance. If the remaining balance in the cap is less than \$425.00, use the most beneficial amount (total service balance, past due balance or shut-off balance). Payment will resolve the emergency for 30 days if using the shut off or past due amount..

Example: Example: Client applies for natural gas heat and application is processed on or after 11/13/2023, shut off \$145.00, past due \$215.00, total service balance \$355.00. Specialist would process using \$425.00. Client now has \$425.00 remaining in their cap. Two months later, client applies for heat, shut off is now \$305.00, past due \$450.00, total service balance \$585.00. Since client only has \$425.00 remaining in their cap, specialist would process using \$425.00, the remainder in their cap.

Example: Client applies for non-heat electricity 11/13/2023, shut off \$525.00, past due \$685.00, total service balance \$885.00. Since the total service balance is more than the cap of \$850.00, specialist would use the past due amount of \$685.00 to assist client to resolve the emergency for 30 days and document. Since the total service balance is over the cap and past due amount is over \$425.00 (half of the FY cap), the most advantageous amount is the past due balance, therefore using the past due balance would be the most beneficial to the client.

Reason: Policy update.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[ERM 301](#)